

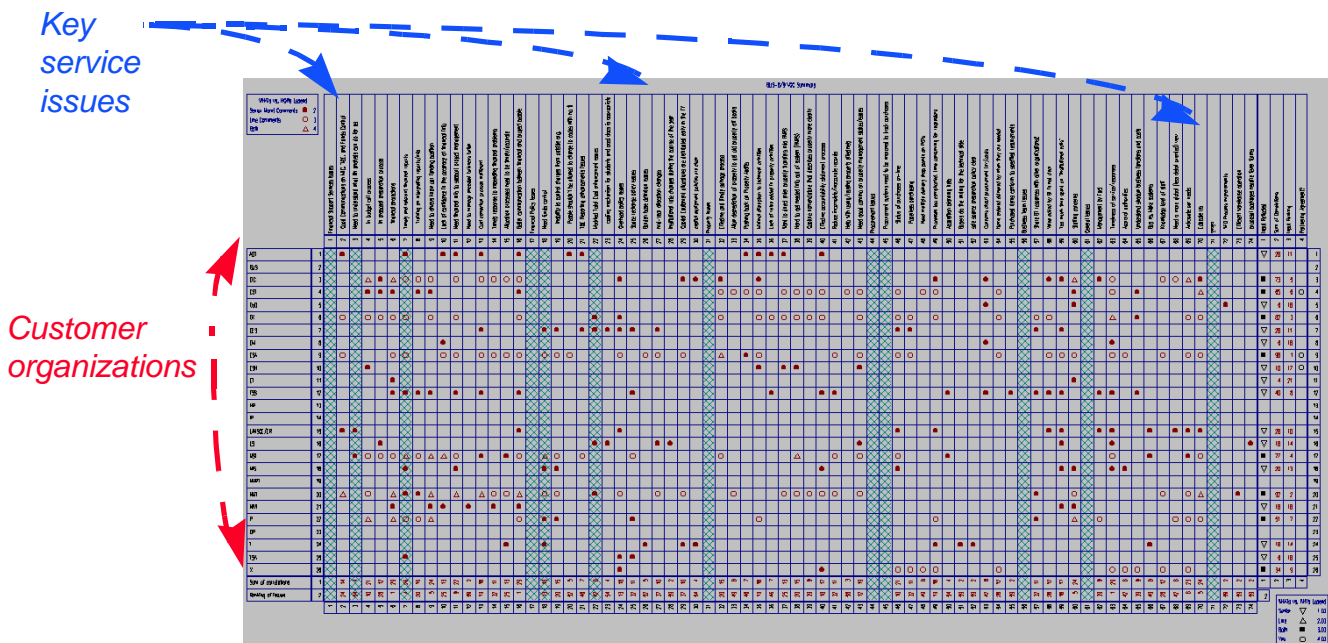
ROQ

Return on Quality



BUS Identifies Customer Issues

BUS Division's Voice of the Customer (VOC) initiative has enabled identification of key service issues for Business Teams across the Laboratory. VOC interviews have been conducted in 21 of the 26 organizations served by Business Teams. A simplified "house of quality" analysis is used to map customers with key service issues.



BUS Division Quality Support Office

potp@lanl.gov